



APPEALS POLICY

1. PURPOSE/SCOPE:

To make all members and clients aware of their right to appeal an assessment decision.

2. PRINCIPLES:

AIM WA complies with the Standards for Registered Training Organisations (RTOs) 2015 including the clauses related to complaints and appeals (clauses 6.1 to 6.5).

3. DEFINITIONS:

Independent Assessor: an assessor not involved in the original assessment decision.

4. REFERENCES:

Record Keeping and Issuing Certification Documents Policy

Assessment Policy

Assessment Appeal Request form

Complaints Policy

[ASQA complaints policy](#)

5. POLICY:

If a member or client does not agree with the outcome of the assessment decision they have a right of appeal. The appeal must be lodged within 10 business days of being notified of the assessment decision.

Wherever practical, AIM WA will endeavour to finalise all appeals within 20 working days of receipt of written notification of appeal. Updates on progress of the appeal process will be provided to the appellant throughout the process.

6. PROCEDURE:

Informal Notification: Before deciding whether to appeal an assessment decision, the member or client should review the written reasons for the original decision and seek further clarification if they do not understand the stated reasons. The client will be given access to the assessor for detailed coaching on the improvements required to reach a competent result.

Written Notification and Internal Review: Members or clients may request that an assessment be reassessed, in its original form, in circumstances where the member or client presents a strong case arguing that the original assessment decision was unfair or inconsistent. This request must be using the Assessment Appeal Request Form and addressed directly to the Manager (Assessment Services) by the client within 10 working days of receipt of the original assessment decision.

The Manager (Assessment Services) will arrange for the re-assessment to be carried out by an independent assessor. Only a single re-assessment will be permitted, and the result of the re-assessment will be recorded as the final outcome, irrespective of its position relative to the original judgement.

A written statement documenting the outcome of the appeal, including the reasons for the outcome, will be provided to the appellant and kept on record.

If successful, the appeal will lead to the granting of a SOA or full Qualification, as appropriate, and in accordance with the Record Keeping and Issuing Certification Documents Policy.

Escalated Review: If, after AIM WA's internal appeals processes have been completed, and the member or client still believes AIM WA is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the [online complaint tool](#).